



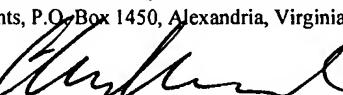
#3/POA 2167
Sullivan
PATENT
6/30/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Ruckart Examiner: _____
Serial No.: 10/015,250 Group Art Unit: 2167
Filed: December 12, 2001 Docket No.: 60027.0317US01/BS01253
Title: Methods and Systems for Communicating with Customers

CERTIFICATE UNDER 37 CFR 1.8:

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Reiland, Earl D.	Reg. No. 25,767		
Rieth, Damon A.	Reg. No. 52,167		
Schmaltz, David G.	Reg. No. 39,828		

Please direct all correspondence in this application to Christopher J. Leonard,
 P.O. Box 2903, Minneapolis, MN 55402-0903, telephone 404.954.5100.

Dated: 5-29-03

By: Jacqueline A. Gregorski
 Jacqueline A. Gregorski
 Vice President, Patent and Trademark
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